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CONFIRMED MINUTES OF THE CONSUMER PARTICIPATION AND TRAINING GROUP MEETING

6 November 2014 – ISO Central Secretariat, Geneva, Switzerland

Co-Chairs: Anne Ferguson and Guillermo Zucal

Members:

- Ms Karin Both (DIN – Germany)
- Mr Bill Dee (SA – Australia)
- Ms Robyn Easton (SA – Australia)
- Mr John Furbank (SA – Australia)
- Ms Christine Heemskerk (BSI – UK)
- Ms Sadie Homer (CI)
- Ms Suzanna Ersoy (SCC – Canada)
- Ms. Kim Jai Ok (KATS – Korea)
- Mr Darryl Kingston (SCC – Canada)
- Ms Eunsook Moon (KATS – Korea)
- Ms Merete Murvold (SN – Norway)
- Mr Takashi Nakakuki (JISC – Japan)
- Ms Ratna Devi Nadarajan (DSM – Malaysia)
- Mr Ehud Peleg ICC (SII – Israel)
- Mr Rémi Reuss (AFNOR – France)

Webex: Caroline Warne (BSI – UK)

Secretariat: Ms Dana Kissinger-Matray (COPOLCO Secretary)
Ms Katia Kerswell (COPOLCO Project Manager)

Anne Ferguson opened the meeting, reporting that the agenda had been modified to take items on the COPOLCO designated person and training first, to enable Caroline Warne to join by WebEx.

It was noted that the ToR were confirmed at the 2014 COPOLCO Plenary; a new Chair was sought from the 2015 Plenary; the work plan was updated in October and will be further updated after this meeting, with completions removed.

Guillermo Zucal – thanked Anne for being co-Chair.

AGENDA ITEM 4 – COPOLCO DESIGNATED PERSON (Caroline's paper circulated and presentation now)

Caroline discussed the Survey monkey survey results relating to the NSB designated person. [See *presentation*] and discussion followed on the value of the list (generally found very useful) and the form in which it should be presented. It was noted that there were only 15 responses which is unrepresentative, especially when primarily from one region, but there was some difference of opinion on whether it was necessary to re-issue the survey. There was also questioning and explanation on who within the countries was sent the questionnaire (NSB staff or consumer organization) and who receives other COPOLCO information. The survey was sent to all but the NSBs determined who responded. Dana maintains several contact lists for different purposes.

Conclusions were that the list was complete and should be issued to new members but that some items listed as 'core' should perhaps be listed as 'desirable' and vice versa, although views differed on some of these items. It was noted that there were different obligations on P and O members and there was value in reminding NSBs of these. Decisions were also needed on whether to provide the activities in the current two lists or combine them into one list, again with some differences of opinion.

ACTIONS

1. Seek input from further organizations, especially those from developing countries to the initial survey (if necessary at the next COPOLCO Plenary).
2. Refine the list and format and include all activities in a guidance document for Contact persons.
3. Consider undertaking a similar exercise in relation to Mirror Committees.

AGENDA ITEM 2 – TRAINING

Sadie Homer and Guillermo Zucal reported on the meeting which had taken place earlier with Ismail Albaidhani and Roswitha Franz relating to the ISO Academy and how this linked with COPOLCO Training and Funding activities. The key aims of the ISO academy are to bring together research and training; better use of technology, and partnerships with relevant organizations, which are a great fit with the COPOLCO needs. The timing is also good as the 2015 Academy programme is currently being finalized and we can prepare for 2016 now.

The particular training needs identified by the Consumer Participation & Training Group suggested for discussion were - sponsorship of least-developed countries to training at the COPOLCO plenary, to boost attendance; training seminars and whether there was a need for awareness raising in regional meetings with NSBs and consumers. Regional meetings in Eastern Europe, Central Asia and South Africa were picked out particularly, along with ad hoc sponsorships of areas identified by COPOLCO as needing consumer representation.

Other items raised and discussed at the meeting were:

- Distance learning module as part of an eLearning course (CI had 90 participants); this was of interest to the Academy.
- Brainstorming on how we can be more effective in training, making use of both consumer and ISO activities to improve the visibility of consumers and what they do
- Languages and the translation barrier was mentioned. ISO academy now are working more with regional bodies to translate documents, such as the Distance Learning Module, to make them more useful.
- Sharing best practice on funding database; sponsorship on ISO consumer pages; boosting consumer participation in NSBs and importance of metrics to measure involvement (there is lots of data collected on training but it is not broken down by stakeholder group and the PEG (Process Evaluation Group) initiative is newly collecting data – both sets of data will help measure progress in stakeholder involvement in the next few years.
- Funding – the CP & T WG will send Ismail the proposals which came up from the Task Group. Agreed funding should be a permanent topic on work plan. If kept open can continue to receive ideas on this.

- Take account of different forms of training e.g. assertiveness, role plays etc., not on slide but explicitly included in training we do.
- Capacity building module has more leverage – and partnering opportunities e.g. Canada is in RNF, COPANT and PANAM and they all have training events – we can do more in conjunction with these regional events.
- The potential to have side events with DEVCO around the GA was considered an interesting opportunity but with the caution of the need to be aware of the potential impact on host of the GA who may have many meetings to handle.

ACTIONS

1. Take forward proposal to have sponsored delegates to COPOLCO training and 2015 plenary.
 2. Aim to set up two training seminars S. Africa and E EU/ Central Asia
 3. Follow up ad hoc sponsorship to selected TC's, such as Clean cook stoves
 4. Explore ways of expanding E-learning to other stakeholder groups including NSB's
- Send

During the training and sponsorship discussion, there was reference (by Ehud Peleg) to different and high costs of hotels when attending meetings. This was beyond the scope of the CP & T WG But Dana will communicate concerns to ISO administration to see possibilities for ISO delegates whilst recognizing that whilst ISO do have special rates for Geneva hotels, these often get overbooked around large events.

AGENDA ITEM 3 – ISO ONLINE DIRECTORY OF CONSUMER PARTICIPATION

Recognized that we wish to make greater use of the Online Directory. We have a revised template from the work led by Libor Dupal, who was not able to attend this WG meeting, but have been held back from using it since the migration of data to the ISO TC server, as the formats were not compatible to allow updates to be made. The changes now needed are to update the fields to take account of the new template and new key areas, etc. The extent of the work is such that it would be best to start anew with a new project plan for IT services at ISO/CS.

ACTIONS

1. Revised template from Libor to be re-circulated for information.
2. Proposals incorporating the new template, new key areas, funding data base and case studies of best practice to be advanced by Dana with input from CP & T WG as needed

AGENDA ITEM 6 – WORKPLAN PROGRESS

W.P.3.4 CASE STUDIES OF NATIONAL INVOLVEMENT

An important role of the WG is to share good practice, we learn a lot from each other that we can make use of ourselves. Susannah Ersoy provided a briefing of the work undertaken by the Standards Council of Canada to engage with consumers through their website. A fuller presentation will be given at the May WG meeting – it is hoped to include a couple of good practice examples from other countries.

Sadie suggested a possible topic relating to training undertaken in West Africa, with consumer reps from Rwanda and Tanzania, also some of the East African consumers bodies have great website for safety, community issues which could be worth hearing more about.

ACTION Confirm two to three case studies of good practice to present at May WG meeting.

W.P. 4 COLLABORATION WITH REGIONAL GROUPS

Anne thanked Norma McCormick for her document, tabled at the meeting, which identifies various regional standards groups. Not all of the organizations listed are consumer groups and some may be missing – such as the Pacific Island Group. Thus further information is sought from members.

ACTION An updated version of the document to be circulated and a report sought, from each group, on what they do for consumer participation for discussion at the next meeting.

W.P.9 SUCCESSION

At a previous meeting, Standards Australia raised the importance of succession - bringing (not only younger) people on, to maintain experience and knowledge. Reference was made to the ICES meeting in Ottawa, held in conjunction with the Standards Engineering society (SES collaboration), which is a valuable way of engaging the academic community etc. although not necessarily specifically around the topic of succession – it could generally be a good forum for COPOLCO to explore. The group was reminded that there is material about standards and education on the ISO site: <http://www.iso.org/iso/home/standards/standards-in-education.htm>

ACTION Anne to explore relevance of the meeting to COPOLCO and consumer participation and send a link round in the notes – see: <http://www.iso.org/sites/wscottawa2014/index.html>

AGENDA ITEM 10 A.O.B.

Merete Murvold asked what happened to the KPIs we had in the Working Group. Dana responded that they were moved to the Chairs group (the KPIs apply beyond this Working group), we do them yearly for the Plenary.

AGENDA ITEM 11. CONCLUDING REMARKS

Guillermo referred to the positive discussions over the meeting and Chairs Group generally.